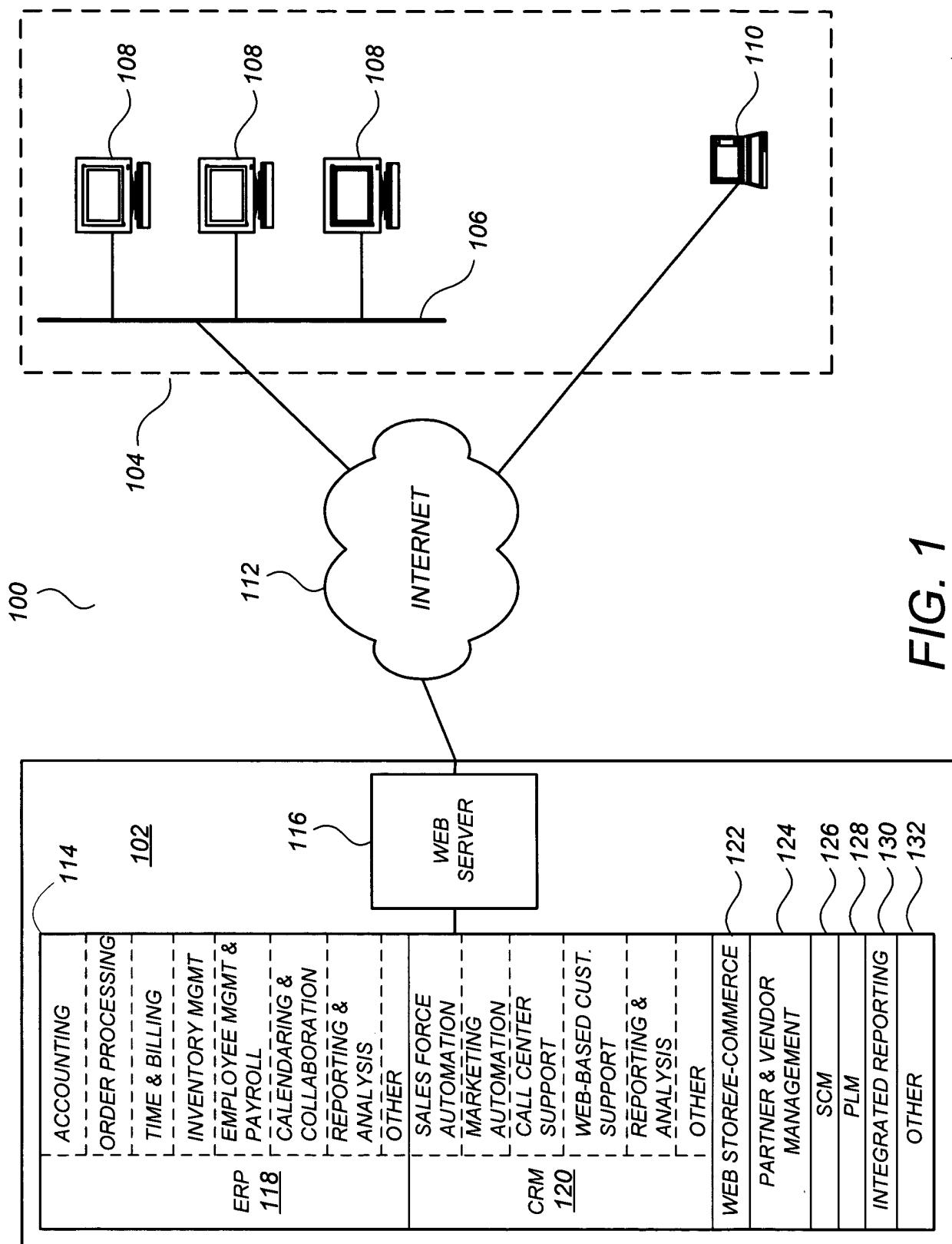


01/19



02/19

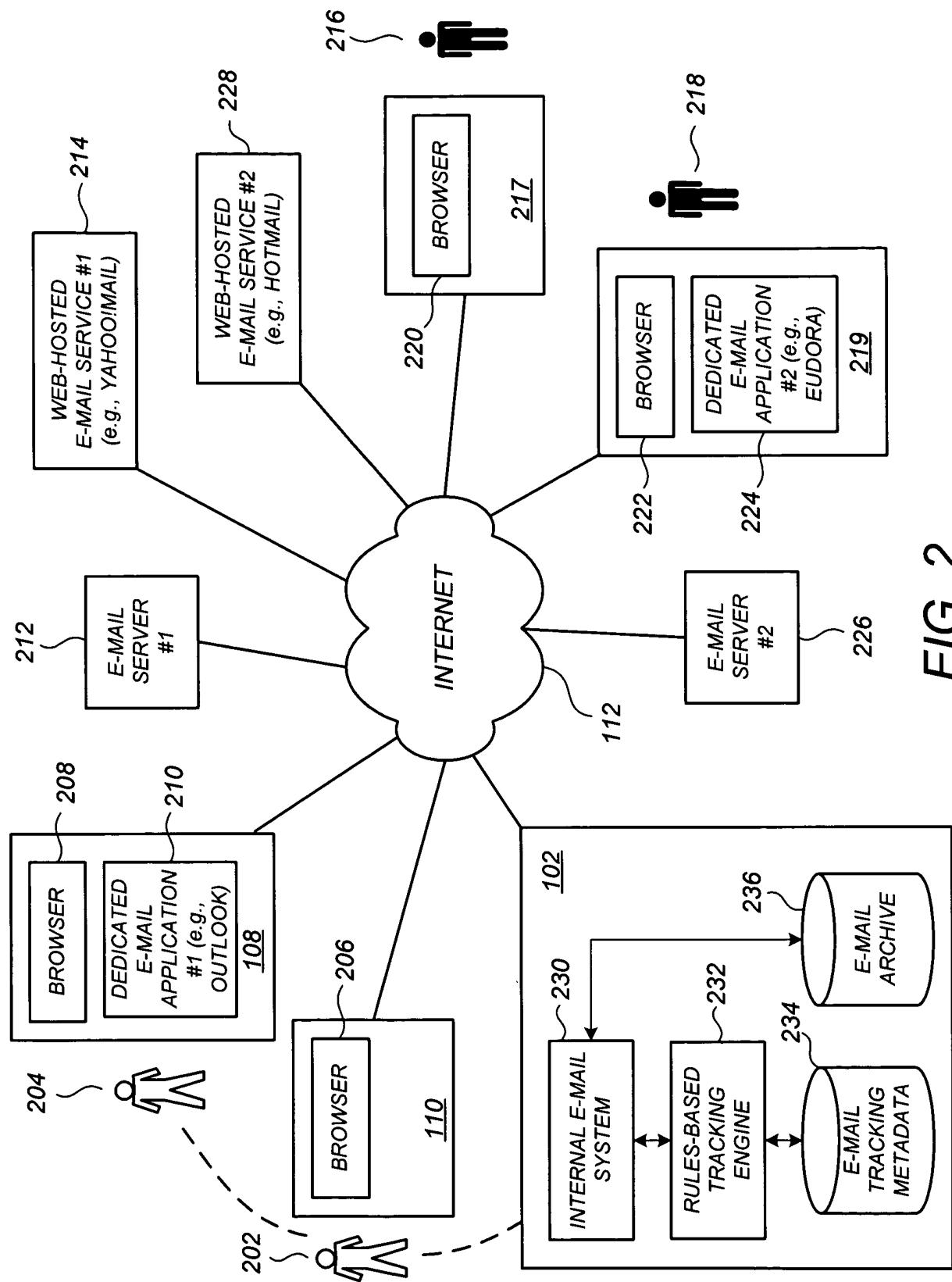


FIG. 2

03/19

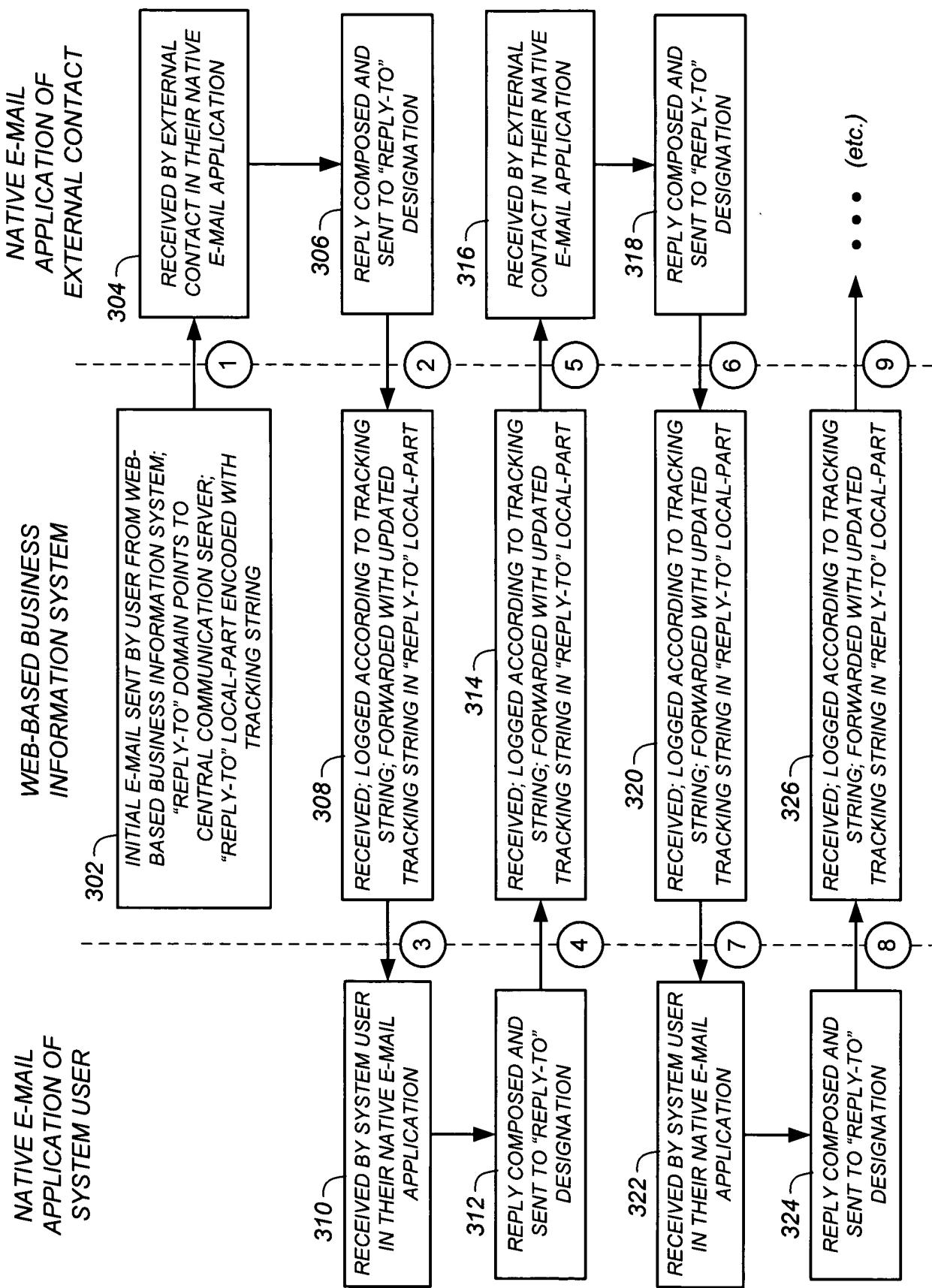


FIG. 3A

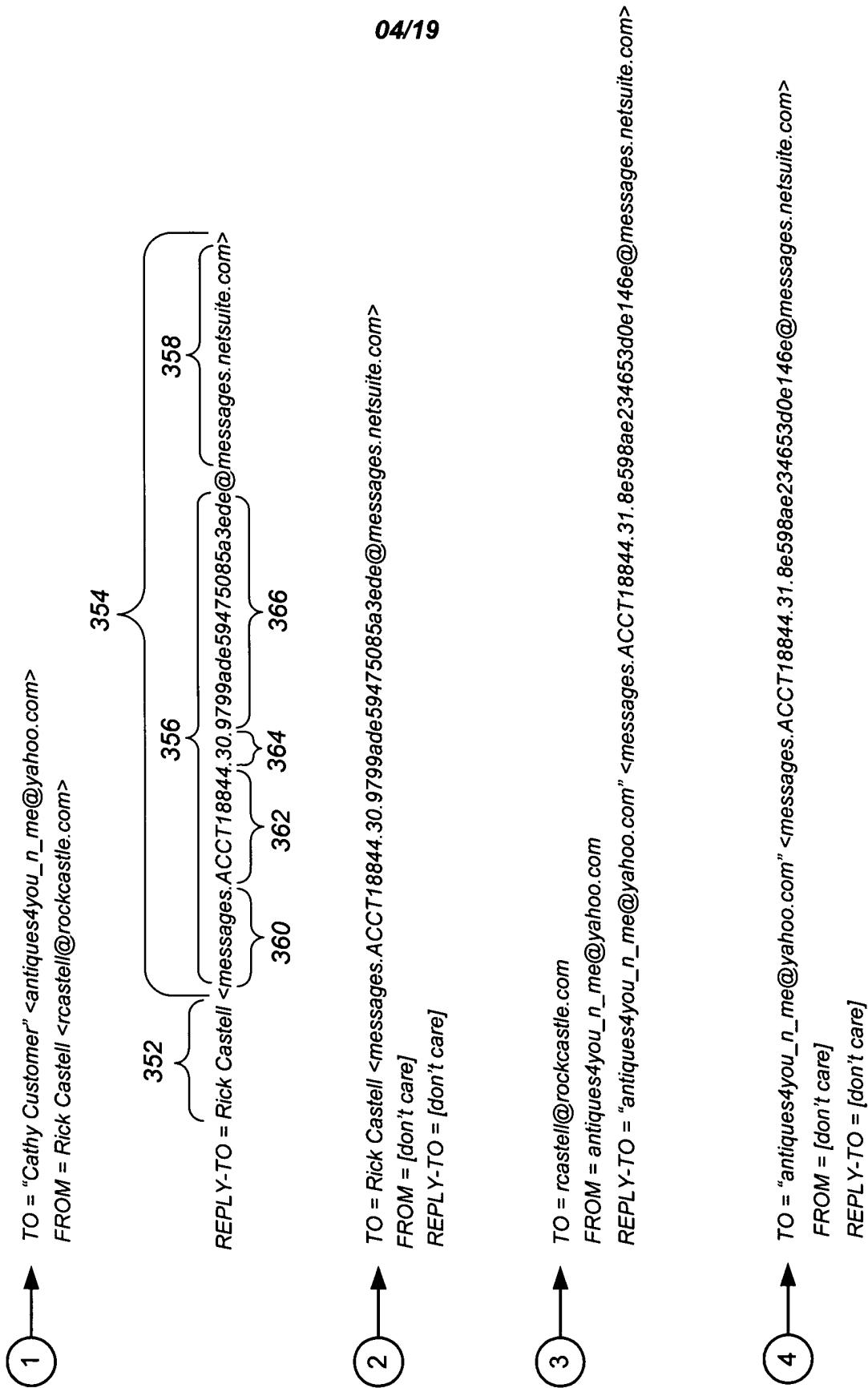


FIG. 3B-1

05/19

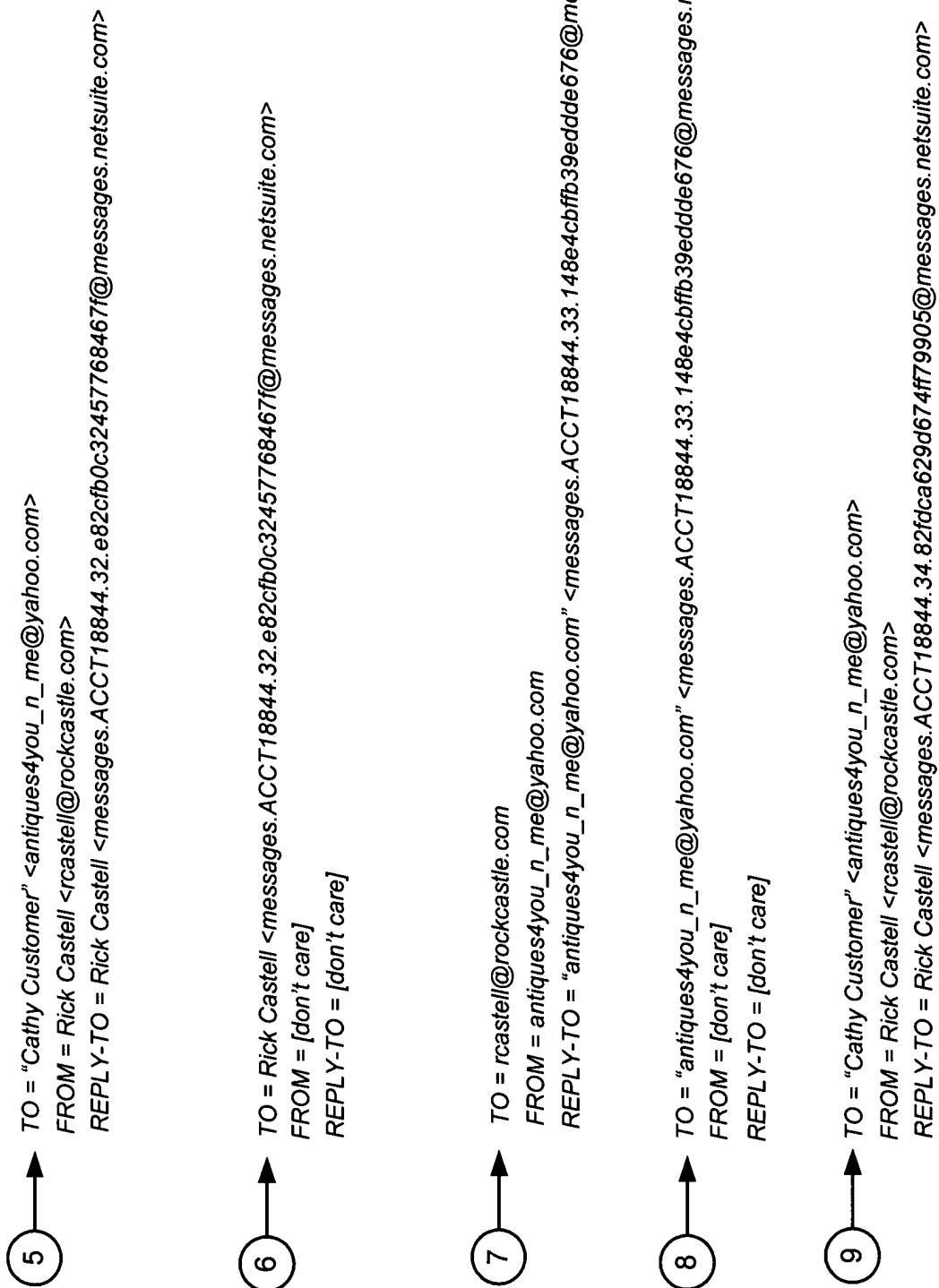


FIG. 3B-2

06/19

Customer - NetSuite (Rock Castle Construction) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Sign Out | Help | Global Search | Go

Lists > Customers > Customer

New: Contact | Task | Call | Event | Note | E-mail | Opportunity | Estimate | Invoice | Sales Order | Sales Sale | Case | Job | Subcustomer

Customer Antique Recyclers, Inc. 404

Status CUSTOMER-Closed Won

Customer is Inactive No

Edit New Search Print Show Activity

General Address Financial Access Custom

Company Name Antique Recyclers, Inc.

Category Commercial 406

Phone 650-464-8722

Alt. Phone 815-364-3923

Fax

E-Mail antiques4you_n_me@yahoo.com

Type Default

Web Address

Sales Rep

Territory

Lead Source

Partner

Comments Great client who needs a new building addition/remodel.

Date Created 2/23/2004

Unsubscribe No

Image

Contacts Activities Notes Messages Opportunities Transactions Items Cases Files Campaigns Jobs/Suits

Contact Attach View Default

New Contact Attach Update Primary Customize View

Edit Name / Job Title Phone E-mail

Primary/Alternate Primary Remove

Done Internet

402

408

FIG. 4

07/19

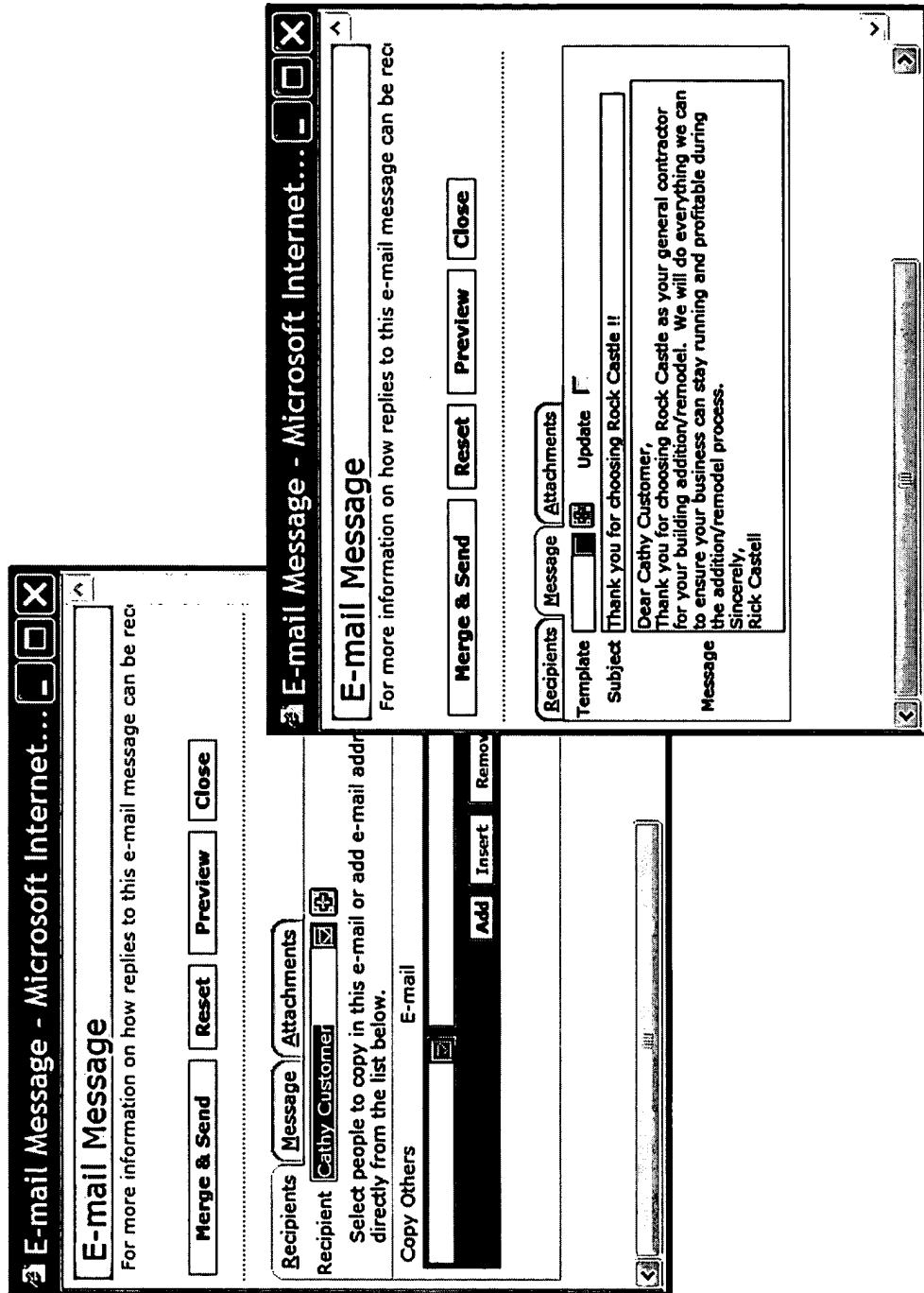


FIG. 5

08/19

• Contacts Activities Notes Messages Opportunities Transactions Items Cases Files Campaigns Jobs/Subs

E-mail Attach Refresh View History

| View | Date & Time | From | To | Subject | Type | Files | Remove |
|------|--------------------|--------------|----------------|---------------------------------------|--------|-------|--------|
| View | 2/23/2004 11:20 pm | Rick Castell | Cathy Customer | Thank you for choosing Rock Castle !! | E-mail | | Remove |

FIG. 6

antiques4you_n_me@yahoo.com [Sign Out] - Mail Upgrades - Search Mail - Mail Options
1% of 4.00MB used - Get more space

Messages 1-1 of 1 | First | Previous | Next | Last

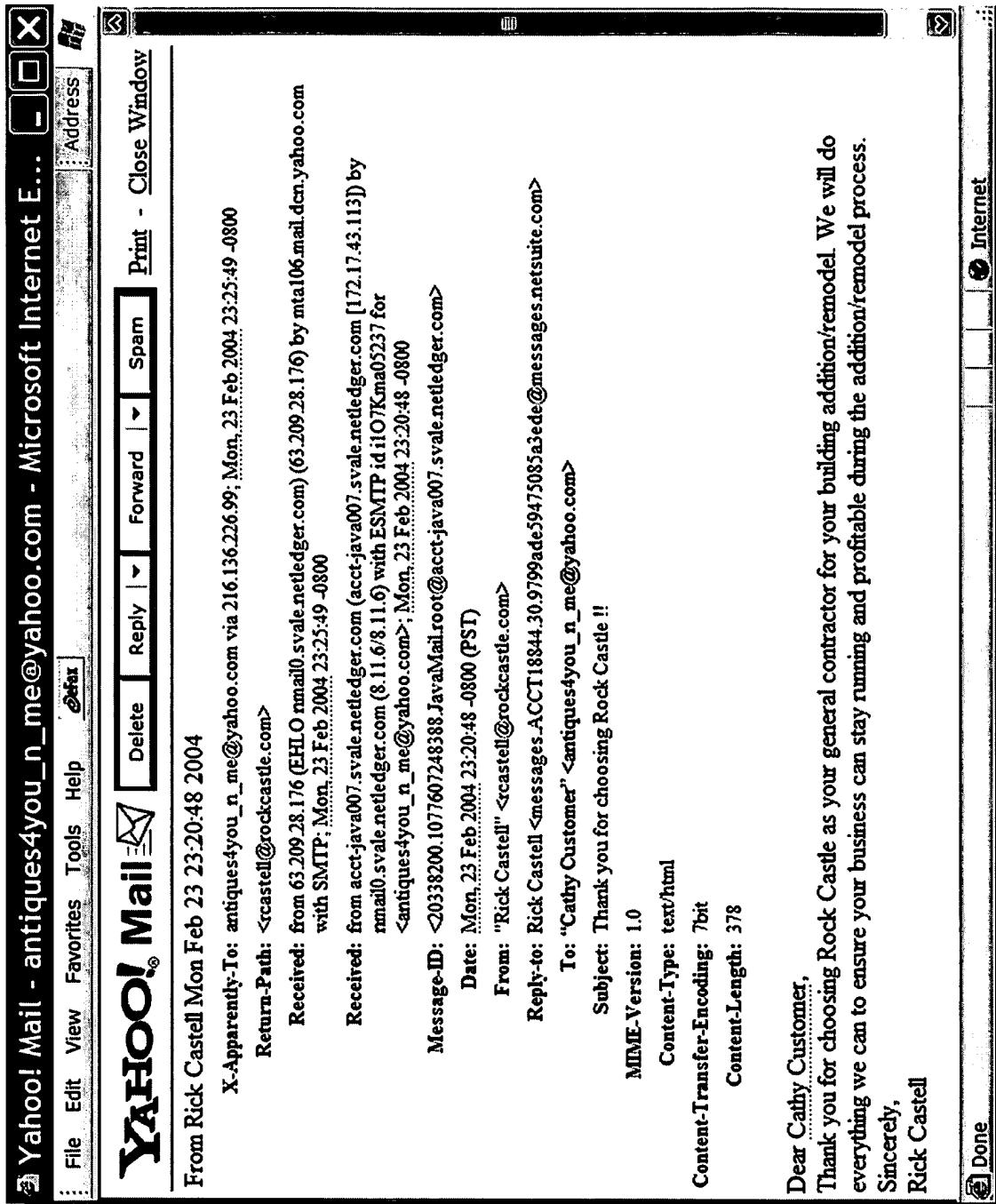
Inbox

View: All | Unread | Flagged

| | | | |
|---|--|---|---|
| <input type="checkbox"/> Sender | <input type="checkbox"/> Subject | <input type="checkbox"/> Move to folder... | <input checked="" type="checkbox"/> Ok |
| <input type="checkbox"/> Rick Castell | Thank you for choosing Rock Castle !! | <input type="checkbox"/> Date | Size |
| <input type="checkbox"/> Check All - Clear All | | Mon 02/23 2k | |

FIG. 7

09/19



1

FIG. 8

10/19

Reply (Plain | Color and Graphics)

Insert addresses or enter nicknames (separated by commas) [Enable AutoComplete of nicknames]

To: Rick Castell <messages.ACCT18844.30.9799ade5947508532ed@messages.netsuite.com>
Cc: **Bcc:**

Subject: Re: Thank you for choosing Rock Castle !!

Attachments: [Attach Files]

Rick,
Thank you for your message. I would like to choose
my own flooring contractor, is this acceptable to
Rock Castle construction?
-Cathy Customer

From Cathy Customer Tue Feb 24 00:14:20 2004

Received: from [68.164.79.248] by web20726.mail.yahoo.com via HTTP; Tue, 24 Feb 2004 00:14:20 PST
Date: Tue, 24 Feb 2004 00:14:20 -0800 (PST)
From: "Cathy Customer" <antiques4you_n_me@yahoo.com>
Reply-to: GreatCathy <antiques4you_n_me@yahoo.com>
Subject: Re: Thank you for choosing Rock Castle !!
To: "Rick Castell" <messages.ACCT18844.30.9799ade5947508532ed@messages.netsuite.com>
In-Reply-To: <20338200.1077607248388.JavaMail.root@acct-java007.netledger.com>
MIME-Version: 1.0
Content-Type: text/plain; charset=us-ascii
Content-Length: 292

2

Rick,
Thank you for your message. I would like to choose my
own flooring contractor, is this acceptable to Rock
Castle construction?
-Cathy Customer

FIG. 9

3

Rick Castell

Return-Path: <antiques4you_n_me@yahoo.com>
Received: from nmail0.svale.netledger.com ([63.209.28.176])
by dove (EarthLink Mail Service) with ESMTP id 1avxHS5kr3NzFmi0
for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800 (PST)
Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])
by nmail0.svale.netledger.com (8.11.6/8.11.6) with ESMTP id i108EKa09292
for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800
Message-ID: <4726209.1077610460615.JavaMail.root@backend002.svale.netledger.com>
Date: Tue, 24 Feb 2004 00:14:20 -0800 (PST)
From: antiques4you_n_me@yahoo.com
Reply-To: "antiques4you_n_me@yahoo.com"
<messages.ACCT18844.31.8e598ae234653d0e146e@messages.netsuite.com>
To: rcastell@rockcastle.com
Subject: Re: Thank You for choosing Rock Castle !!
MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: quoted-printable

From: antiques4you_n_me@yahoo.com
Sent: Tuesday, February 24, 2004 12:14 AM
To: rcastell@rockcastle.com
Subject: Re: Thank You for choosing Rock Castle !!

Rick,
Thank you for your message. I would like to choose my
own flooring contractor, is this acceptable to Rock
Castle construction?
-Cathy Customer

FIG. 10

11/19

12/19

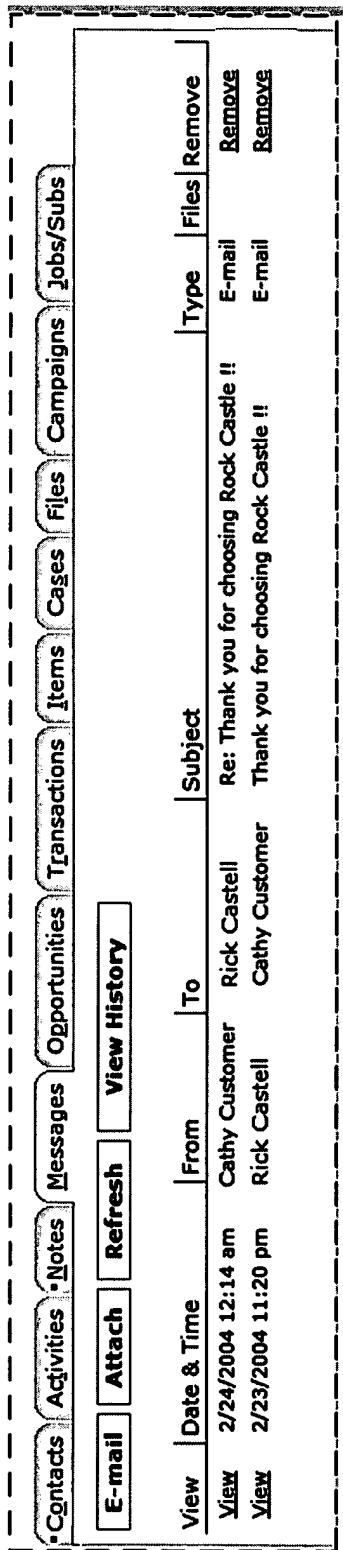


FIG. 11

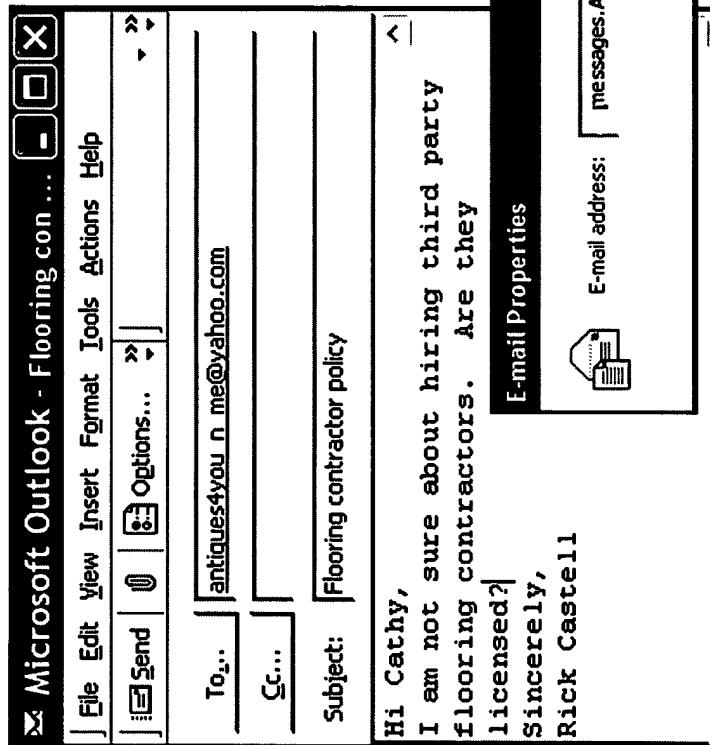


FIG. 12

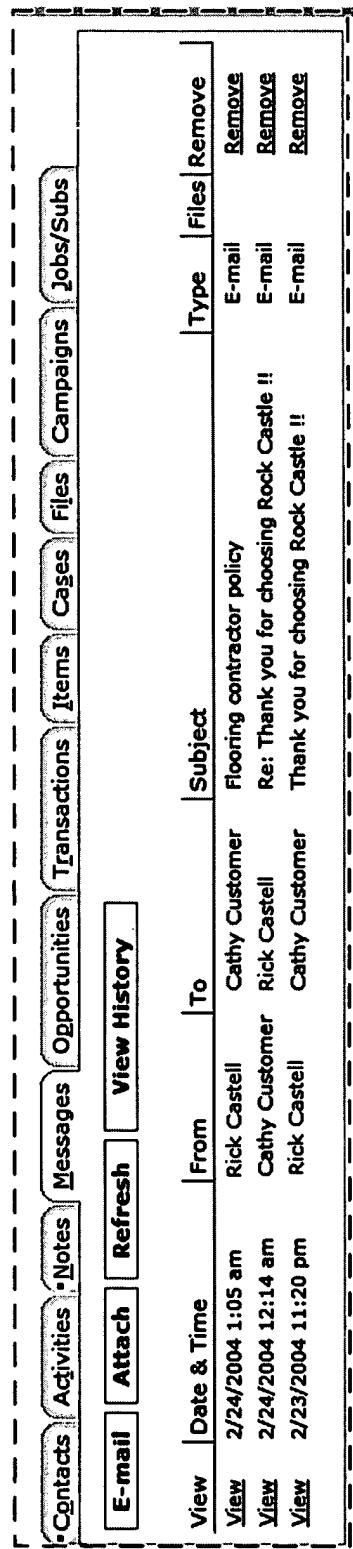


FIG. 13

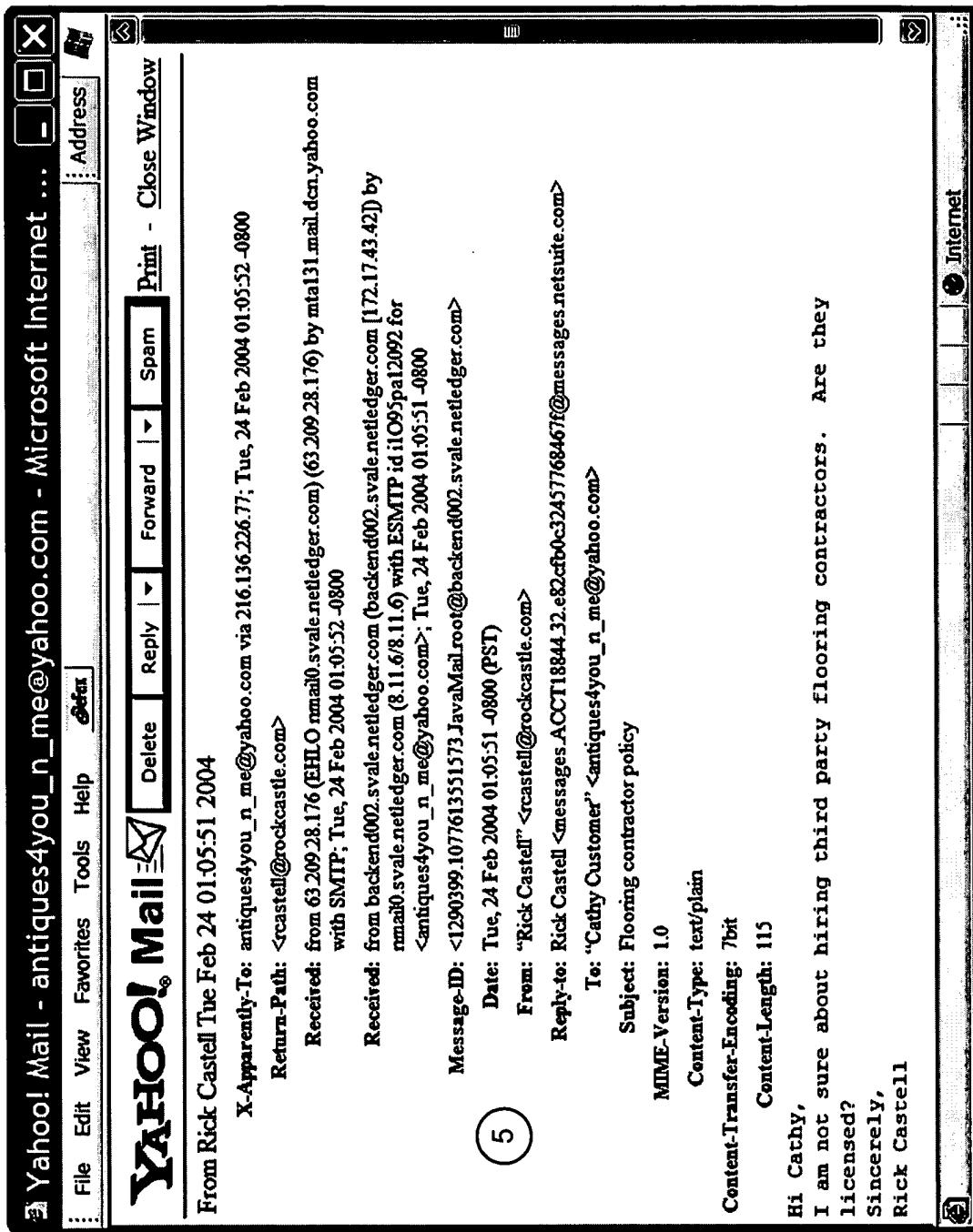


FIG. 14

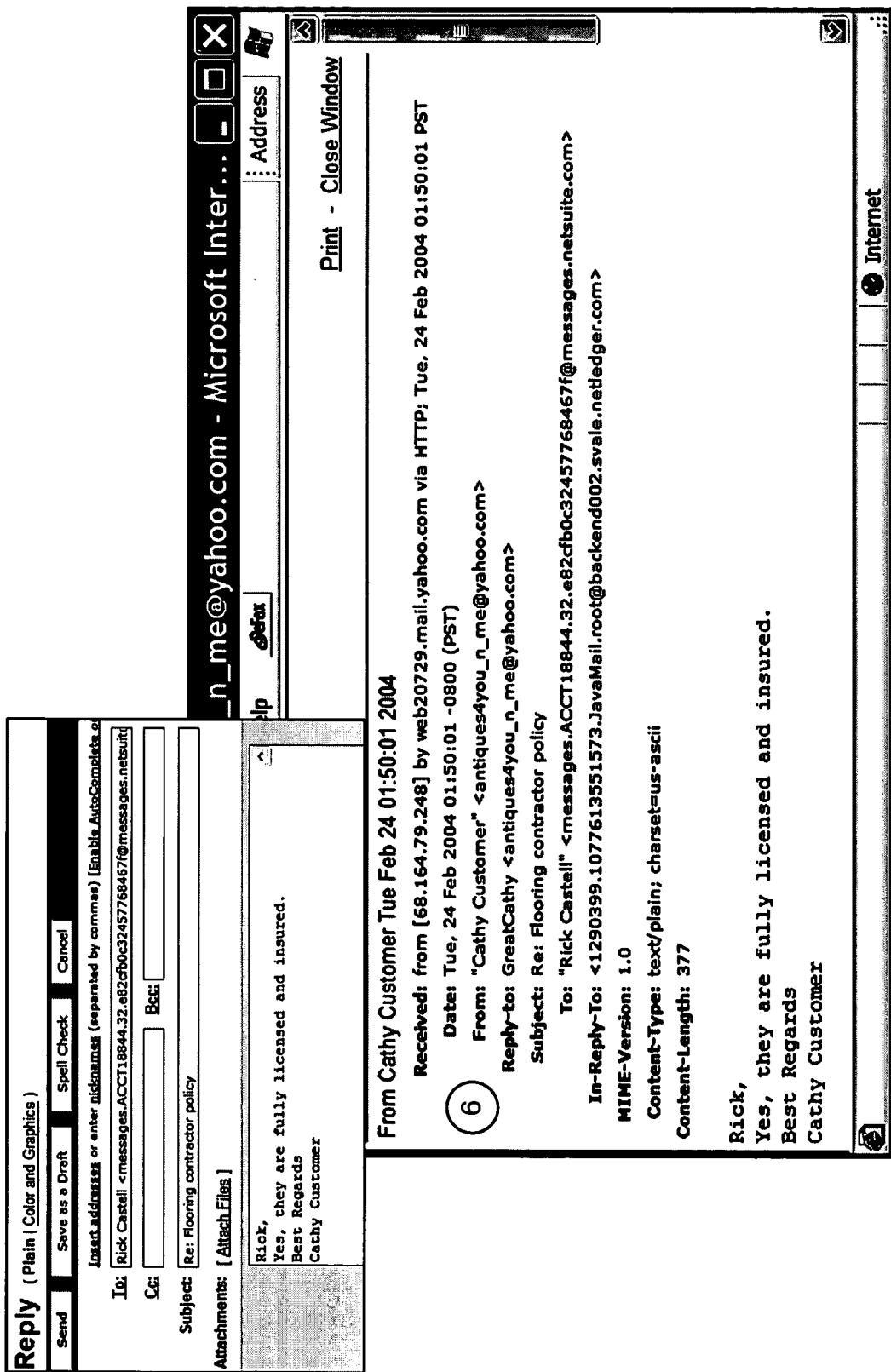


FIG. 15

7

Rick Castell

Return-Path: <antiques4you_n_me@yahoo.com>
Received: from nmail0.svale.netledger.com ([63.209.28.176])
by dove (EarthLink Mail Service) with ESMTP id 1aVzcu20s3NZFm10
for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800 (PST)
Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])
by nmail0.svale.netledger.com (8.11.6/8.11.6) with ESMTP id i10902a13515
for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800
Message-ID: <29691953.1077616202285.JavaMail1.root@backend002.svale.netledger.com>
Date: Tue, 24 Feb 2004 01:50:02 -0800 (PST)
From: antiques4you_n_me@yahoo.com
Reply-To: "antiques4you_n_me@yahoo.com"
<messages.ACCT18844.33.148e4cbrfrb39edde676@messages.netsuite.com>
To: rcastell@rockcastle.com
Subject: Re: Flooring contractor policy
MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit

From: antiques4you_n_me@yahoo.com
Sent: Tuesday, February 24, 2004 1:50 AM
To: rcastell@rockcastle.com
Subject: Re: Flooring contractor policy

Rick,
Yes, they are fully licensed and insured.
Best Regards
Cathy Customer

FIG. 16

17/19

| View | | | | | |
|------|--------------------|----------------|----------------|---|--------|
| | Date & Time | From | To | Subject | Type |
| View | 2/24/2004 1:50 am | Cathy Customer | Rick Castell | Re: Flooring contractor policy | E-mail |
| View | 2/24/2004 1:05 am | Rick Castell | Cathy Customer | Flooring contractor policy | E-mail |
| View | 2/24/2004 12:14 am | Cathy Customer | Rick Castell | Re: Thank you for choosing Rock Castle !! | E-mail |
| View | 2/23/2004 11:20 pm | Rick Castell | Cathy Customer | Thank you for choosing Rock Castle !! | E-mail |

FIG. 17

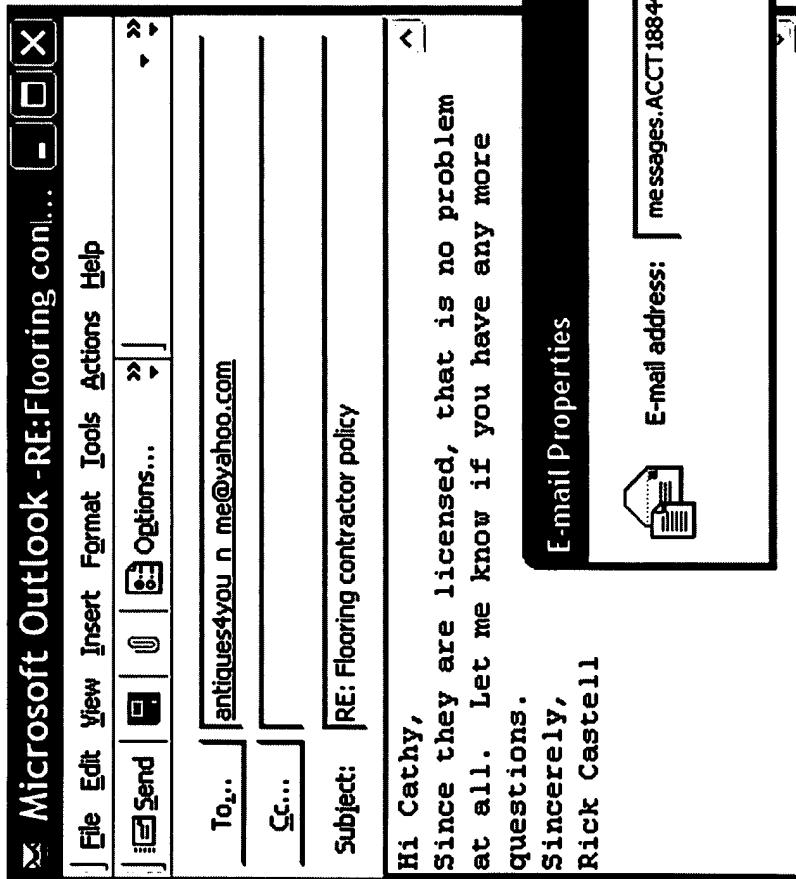


FIG. 18

| Contacts Activities Notes Messages Opportunities Transactions Items Cases Files Campaigns Jobs/Subs | | | | | |
|---|--------------------|----------------|----------------|---|--------|
| E-mail Attach Refresh View History | | | | | |
| | Date & Time | From | To | Subject | Type |
| View | 2/24/2004 11:26 am | Rick Castell | Cathy Customer | RE: Flooring contractor policy | E-mail |
| View | 2/24/2004 1:50 am | Cathy Customer | Rick Castell | Re: Flooring contractor policy | Remove |
| View | 2/24/2004 1:05 am | Rick Castell | Cathy Customer | Flooring contractor policy | Remove |
| View | 2/24/2004 12:14 am | Cathy Customer | Rick Castell | Re: Thank you for choosing Rock Castle !! | Remove |
| View | 2/23/2004 11:20 pm | Rick Castell | Cathy Customer | Thank you for choosing Rock Castle !! | E-mail |

FIG. 19

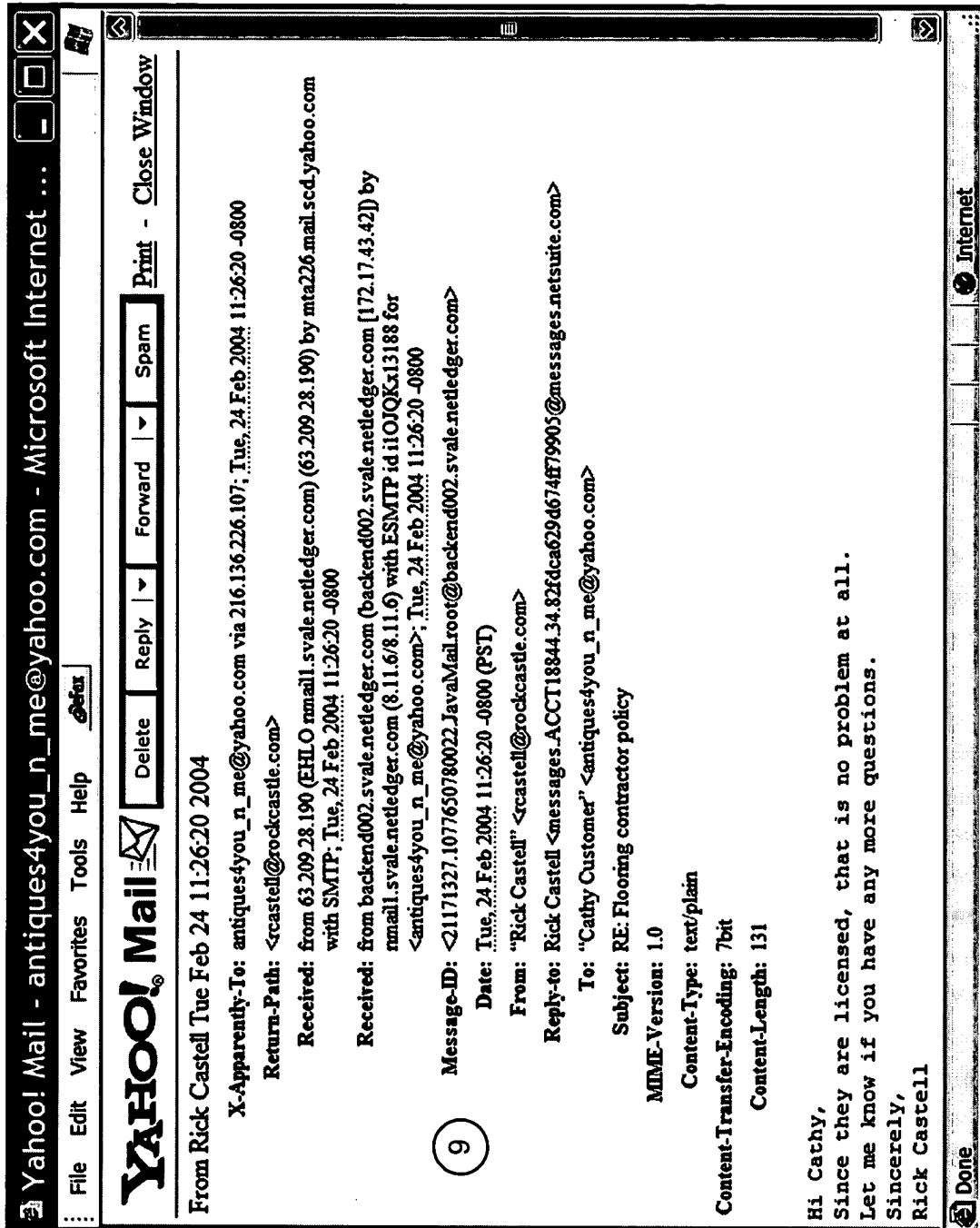


FIG. 20